

Questions & Answers Regarding Proposed Water Meter AMRs for Roaming Shores Village

1. What is an AMR?

AMR is the acronym for Automatic (Water) Meter Reader, which uses operations similar to a cellular telephone to remotely communicate data regarding water use. AMR technology is sometime referred to as smart meters.

2. Why is the Village Considering the Installation of AMRs?

This new technology would enable the Roaming Shores Water Department to remotely read meters resulting in operational efficiency, enhanced customer service and billing.

More specifically, AMRs will allow:

- a. Meter reading could become completely un-intrusive to both residents and their pets;
- b. Ease of generating electronic reports and graphs regarding usage;
- c. Early identification of leaks;
- d. Replacement of current meter reading equipment, which is outdated, unreliable and expensive to maintain; and
- e. Relieve the Village of the expense of having three employees spend four full days every two months reading meters.

3. How much will AMRs cost? Will there be a separate one-time charge for the AMR or its installation?

The project, estimated to cost \$135,000, will be funded through a 0% loan from the Ohio Public Works Commission. In rough numbers, each water account will be billed \$135 for the AMR enhancement. However, that amount will be paid by customers over a 20-year period through \$1.88 every two-month (\$11.25 a year) payments. The cost of the AMR project was calculated in the recent water rate increase. The expense of installation will be absorbed by the utility department.

4. Who will receive AMRs?

All water meters (customers) of the Roaming Shores Water Department will be serviced by an AMR.

5. What do AMRs look like?

The AMR is essentially a black plastic cap featuring a three-inch fully encapsulated antenna and a digital display. The unit itself snaps onto the top of the existing brass water meter.

6. Will the AMRs communications system interfere with home electronics?

No. All AMRs meet criteria set by the Federal Communications Commission and should not interfere with any electronic equipment inside a home.

7. What type of information is being transmitted by the AMR?

Only water meter readings and diagnostic information will be transmitted through encrypted signals.

8. When will the Village install the AMRs?

The Roaming Shores Water Department proposes installing the AMR units during the Spring of 2013

9. Do customers need to be at home for the installation?

Customers do not need to be at home if the meter is on the outside of the home. Under normal circumstances installation should only take one brief 10 minute visit. If the existing water meter is located inside the home, the customer must be home. Before the AMR is installed, a water department representative will knock on your door in an attempt to notify you of the installation.

10. Will there be any interruption of service during the installation?

No.

11. Will I see a change in my service after the new meter is installed?

No.

12. Are there any potential health concerns with the radio frequency (RF) signals transmitted by AMRs?

No. Several studies have been made on low-power RF transmissions used by AMRs and no negative health impacts have been found. The radio frequency used by AMRs is the same as baby monitors, portable phones, remote controlled toys and medical monitors.

13. Will the AMR effect the operation of appliances inside my home?

No. The homeowner will have the same control over appliances and electronic devices inside their home as they presently do. The installed AMR unit will not in any way control water usage.

14. Will the water meter on my property still be able to be read “manually” after the AMR is installed?

Yes, the meter will have a digital display.

15. What day of the month will the meter be read?

With AMRs, the Roaming Shores Water Department will have the capacity to read all water meters in town on any day and under virtually any conditions within 30 minutes. For billing purposes, the bi-monthly billing cycle will remain the same. However, the possibility of billing on a monthly basis will become possible.

16. Who will install the AMRs?

The Roaming Shores Water Department will perform the installation.

17. Will water rates increase due to the installation of AMRs?

No.